



GTech Learn

"Our focus is your Success"



Course Contents

AB-7011: Introduction to navigating the modern Contact Center

Duration: 1 Days	Level: Beginner	Role: Business Leader
Certification: Available	Public Schedules: View Dates	Private Delivery: Reach Us

What's included?

- ✓ Learn from Microsoft Certified Trainer (MCT's)
- ✓ 24x7 Lab Access
- ✓ Official Courseware
- ✓ Exam Preps / Practice Tests
- ✓ Badges & Completion Certificate
- ✓ Discounted Exam Vouchers



Business Applications

Training Services

Email: info@gtechlearn.com

Overview

This course introduces Microsoft Dynamics 365 Contact Center, focusing on its core features and user experiences. Participants will gain an understanding of the platform's work allocation capabilities, learn how conversations are efficiently routed, and explore the day-to-day workflows of both Contact Center representatives and supervisors. By the end of the course, learners will be equipped with the knowledge to navigate and manage the Dynamics 365 Contact Center environment effectively.

Audience Profile

This course is intended for you if you're seeking to start your journey using Contact Center as a Service (CCaaS). You aim to grasp how Contact Center as a Service (CCaaS) can benefit your organization by recognizing the importance of modern contact centers, integrating with both first- and third-party CRM systems, and efficiently assisting and resolving support-related challenges. You also seek to communicate seamlessly across multiple channels, enhance customer service representative productivity using AI and collaboration tools, and develop a comprehensive understanding of the essential components that make up CCaaS solutions.

Contents

Learning Path 1: Explore Dynamics 365 Contact Center

- Understand Contact Center channels
- Using Agents and Copilot in Contact Center
- Workforce Engagement Management (WEM) capabilities

Learning Path 2: Describe work allocation capabilities

- Workstreams in Contact Center
- Queues in Contact Center
- Routing capabilities in Contact Center
- Users and security roles in Contact Center

Learning Path 3: Describe the Dynamics 365 Contact Center representative experience

- Customer Service admin center in Contact Center
- Copilot Service workspace in Contact Center
- Describe experience profiles and productivity tools
- How Microsoft Teams works with Contact Center

Learning Path 4: Describe the Dynamics 365 Contact Center supervisor experience

- Real-time analytics and monitoring in Contact Center
- Historical analytics in Contact Center
- Forecast reports in Contact Center
- Knowledge analytics in Contact Center

About GTech Learn

Established in 2011 in the USA, GTech Learn is one of the leading IT training organizations in North America & South East Asia. Driven by its unique USPs, GTech Learn is spurring competition, meeting the unmet needs of customers, assisting in skills upgrade, and supplementing talent pools with its presence in the USA, Canada, Singapore and India. This is consistent with our vision to help our Learners with skills upgrade for enhanced career opportunities.

As a Microsoft Learning Partner, we offer a broad range of learning solutions across the full Microsoft technology stack that can be customized.

Since 2011, GTech Learn has been developing custom-fit learning solutions that involve creating and delivering maximum results.

We have successfully helped all types of businesses, government entities, and individuals. For this reason, GTech has chosen by Microsoft to deliver comprehensive learning programs around the globe.

With flexible learning options, state-of-the-art delivery methods, numerous language preferences, experienced instructors, and complete dedication to our students, GTech Learn has the capabilities to help students develop their Microsoft skill sets and achieve increasingly high standards of productivity while organizations of all sizes realize the full potential of their technology investments.

Our Accreditations with Microsoft



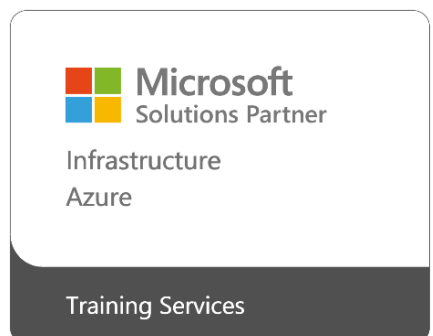
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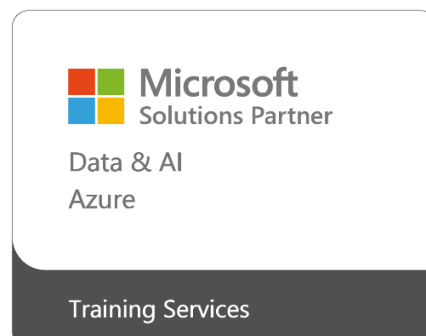
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